



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100145

Date Received **RECEIVED**

Repository ☐

**JAN 2003**

Reference No.  
10003793

**OFFICE**  
**DEFECT INVESTIGATION**

Daytime Telephone Number

E-mail Address

Evening Telephone Number

**OWNER INFORMATION (Type or Print)**

Name

Address

City

JACKSONVILLE

State FL

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
PLEASE FILL IN

Make  
VOLKSWAGEN

Model  
JETTA

Model Year  
1999

Date Purchased  
June 2003

Dealer's Name and Telephone Number  
Cars in Toyota Used Cars

Engine:  
No. Cylinders  
6

Fuel Type:  
gas

Original Owner  
☐

Dealer's City  
Jacksonville

State  
FL

Zip Code  
32244

Transmission Type  
Auto

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
Front wheel Drive

Vehicle Component Code  
021300 SUSPENSION: FRONT: SHOCK ABSORBER 1 struts

Multiple Failure: Replace Twice

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
01-JUN-2002  
20-Jan-2003

Failure Mileage  
33,700  
41,000

Failure Speed  
At speeds

Front & Rear struts Assy

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING SHOCKS FAILED, CAUSING VEHICLE TO HAVE A HARD BOUNCE. DEALER NOTIFIED, PLEASE PROVIDE ADDITIONAL INFORMATION. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

After we purchased the 99 Latta in June 2002 we noticed that the car would bounce severely going across bridges & uneven stretches of Highway; Also, hitting hard over R/R Tracks. We were told by the dealer that the Front STRUTS were totally inoperable so we had them replaced. We were amazed that with only 33,800 miles to have this failure. When they noticed the car would now bounce & roll to one side, we had the car checked again & were told the Rear passenger side strut was totally shot. We had the rear struts replaced on both sides. By the time we reached 42,000 miles the front struts failed again (EVER worse than before) we bounced down the road like a motorboat on choppy water. We now had the front struts replaced again. Finally the car rides stably. We had to endure 8 months creeping over R/R's & Bridges.

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U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

**DASH2DOT**

and dial toll free at

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1-888-327-4236

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(DASH) 2 DOT



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